

Authority Mission Statement and Performance Measurements

Name of Public Authority:

North Hempstead Solid Waste Management Authority (SWMA)

Public Authority's Mission Statement:

Directed by the Town Board, the mission of the Authority is; to ensure the operations at the transfer station provide needed solid waste services in a cost effective and environmentally friendly manner; to effectively manage the solid waste flow throughout the Town pursuant to State, Federal, and Local policies and regulations; and to efficiently maintain the landfill site according to post closure obligations as required by State and Federal laws to protect our environment.

Date Adopted: 01/25/2011

List of Performance Goals

Constituent Service Request types/categories and SWMA's response time to them (this would include issues such complaints about carters, non-pick up issues, inquires about recycling, etc.).

- Goal: To offer constituents a single point of contact for town/SWMA services and information. All questions/inquiries are logged and tracked to resolution, allowing to monitor trends, gauge public awareness and interest in specific programs, as well as measure and improve SWMA's responsiveness to constituents.
- Material Reports from PC Scales – This includes all inbound and outbound waste types that pass through the transfer station, broken down by specific waste type, number of tickets, tonnage, and the disposal amount if there is an inbound or outbound fee associated with a specific waste type. From these reports we also monitor the revenue generated by the transfer station and our Residential and Commercial recycling rates (calculated by comparing tonnage of recyclable material against total waste tonnage).

- Goal: To possess the knowledge of what waste types SWMA handles and at what levels, as well as monitor revenue and our overall recycling rates across the town.
- Origin Reports - We track inbound residential MSW tonnage by community across the town on a weekly basis. The communities correspond to specific carters/contracts.
 - Goal: To assist in the enforcement of contractual obligations and relevant legislation (e.g. Flow Control).
- Commercial MSW tonnage by carter – Also reported on a weekly basis.
 - Goal: To assist in the enforcement of contractual obligations and relevant legislation (e.g. Flow Control).
- STOP “Stop Throwing Out Pollutants” Program – Amounts collected are reported on a “by-event” basis each time the town holds a STOP program event.
 - Goal: To enable our constituents to throw out harmful materials (paints, batteries, etc.) in a safe and responsible manner and keep those materials out of the waste stream.
- Pharmaceuticals collections – Amounts of expired prescription and non-prescription drugs collected reported on a “by-event” basis each time the town holds a pharmaceutical collection event.
 - Goal: To enable our constituents to throw out their unused pharmaceuticals in a safe and responsible manner and get them out of medical cabinets where children might find them and also keep dangerous compounds out of the waste stream.